

AEP Contact Information

AEP plays an important role in establishing electric service (ESI-IDs), installing electric facilities, providing equipment relocation and repairs, and responding to electrical emergencies and outages. Use the helpful listing below to contact AEP.

Phone: 1-877-373-4858
24-Hour Call Center

AEP Texas North Company Standard Service Charges

There are basic charges for these services that will be displayed on your bill from Reliant Energy. These charges below are effective as of Sept. 1, 2004, and may be subject to change by AEP and do not include construction costs.

Temporary Meter Installation	\$230
Permanent Meter Installation	\$25
OMR Meter Installation	\$82.70
Special Meter Read	\$15



Your Builder Blueprint for Electricity Service

Reliant Energy has a dedicated team that exclusively serves the unique electric service needs of our homebuilder customers. This includes account managers to provide a single point of contact as well as specialized homebuilder service through our Business Customer Service Center. We understand your service needs are complex and have developed this Builder Blueprint to guide you through the most common transactions you experience with Reliant Energy.

There are five basic electric service requests that most builders make. All requests can be condensed into two essential steps:

- 1. Establish an ESI-ID through AEP.** The ESI-ID number identifies each meter, and electric service cannot be established without it. Only AEP can assign this number and register the ESI-ID with ERCOT. ERCOT, the independent system operator in Texas, monitors and regulates the transmission and delivery of power to ensure safe and dependable service. AEP also handles all of your utility construction needs such as installing electric service facilities, streetlights and meter sets.
- 2. Contact Reliant Energy with your ESI - ID.** After you receive your ESI-ID, you must wait for a minimum of 48 hours before you can establish electricity service for temporary service, new homes, construction trailers, and model homes. Use the Builders Authorization Fax Form to fax multiple requests to 1-888-773-9647 or call the Homebuilder Hotline at 1-800-716-6543 for one or two locations.

Key Contact Information

Reliant Energy Homebuilder Program
PO Box 3765
Houston, Texas 77253-3765

Homebuilder Hotline: 1-800-716-6543

Designated line to receive new service requests, disconnection of service, order status, billing questions, and overall customer support.

Homebuilder Fax Number: 1-888-773-9647

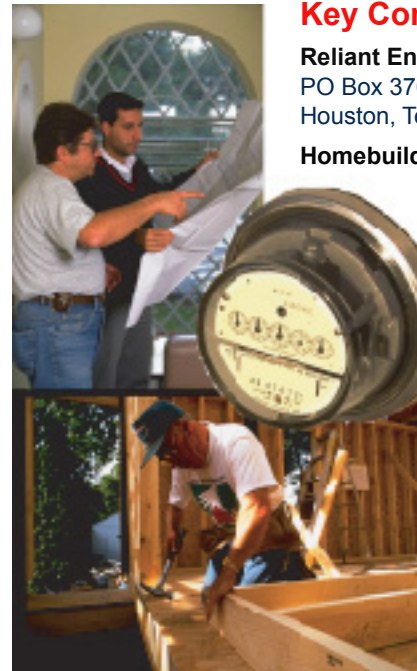
Designated line to receive fax requests for new service requests and inquiries regarding multiple accounts.

Web site: www.reliant.com/homebuilder

Designated site with up-to-date information and current homebuilder forms that you can download.

Email: builder@reliant.com

Designated mailbox for homebuilder program information requests.



Sample Service Requests and Related Steps

We have outlined five scenarios and the corresponding steps you should follow to establish service, along with instructions for your new homeowners on how to establish electricity service when they move into the home.

Establish Temporary Service - Construction Needed

1. Contact the AEP New Construction Group to initiate construction, obtain addresses (if needed) and establish an ESI-ID. Use the listing on the back of the Builder Blueprint for the contact information for AEP.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your T-SAW request via fax or phone to Reliant after the 48-hour period has elapsed.
4. Reliant submits a move-in (MVI) request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to five business days after AEP receives MVI request from ERCOT.*
7. You will receive an initial bill from Reliant.

Establish Temporary Service - No Construction Needed

"No construction needed" applies when temporary service is established in an area where there is an existing secondary AEP service within 60 feet of the temporary service location.

1. Contact AEP to establish an ESI-ID.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your T-SAW request via fax or phone to Reliant after the 48-hour period has elapsed.
4. Reliant submits an MVI request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to five business days after AEP receives MVI request from ERCOT.*
7. You will receive an initial bill from Reliant.

Establish Permanent Service



1. Contact AEP to establish an ESI-ID.
2. Wait 48 hours while AEP generates your new ESI-ID.
3. Submit your permanent service request via fax or phone to Reliant after the 48-hour period has elapsed.
4. Reliant submits an MVI request to ERCOT.
5. AEP receives an MVI request from ERCOT and installs your new meter.
6. Electricity service will start within three to five business days after AEP receives MVI request from ERCOT.*
7. You will receive your initial bill from Reliant.

Discontinue Service

1. Submit your move-out (MVO) request via fax or phone to Reliant. You must specify at the time of request if facilities should be disconnected.
2. Reliant submits MVO to ERCOT.
3. Reliant notifies you of the move-out date.
4. AEP obtains a final reading from your meter for billing and disconnects facilities, if applicable.
5. Electricity service should be terminated within three to five business days after AEP receives MVO request from ERCOT.*
6. You will receive your final bill from Reliant.



Homeowner Needs Permanent Service

1. Builder submits MVO request via fax or phone to Reliant. Builder is responsible for service until the MVO is complete, which could take approximately three to five business days from the date of your MVO request.*
2. New homeowner needs to contact a retail electric provider to establish service. Existing Reliant Energy customers should request a transfer of service.
3. Reliant submits a homeowner MVI request to ERCOT.
4. Electricity service should be transferred within three to five business days after AEP receives a homeowner MVI request from ERCOT.*
5. The new homeowner will receive an initial bill, and the builder will receive a final bill for service.

** Turnaround-time estimate is independent of construction and weather delays and is based upon estimates provided by AEP, ERCOT and Reliant Energy. Estimates assume receipt of all permits by AEP.*

Turndown Information

If AEP turns down a meter installation, the MVI is suspended. After the appropriate corrections have been made, you must call the Reliant Energy Homebuilder Hotline, 1-800-716-6543, to resubmit your MVI request. Meter installation can be expected within three to seven business days after you call Reliant to resubmit your MVI request.

Permit Information

AEP must receive all permit information before service will be initiated. If a permit is not in place upon the receipt of the MVI request, AEP will place the account "on hold" pending receipt of a permit. AEP must receive the required permit information within 20 business days of the day service was requested or they will not dispatch the service initiation order to the field. After 20 business days, (if the permit information has not been received by AEP) the original MVI request will be cancelled and you must call Reliant Energy to request a new MVI. You may also fax in your request using a new Builders Authorization Fax form.